

Grants.gov Submit Application Tips

1. I am having difficulty logging in as an applicant, and have confirmed I am using the correct username and password.

All username and passwords are case sensitive. Please ensure that you are typing both your username and password exactly as they were created and that your "Caps Lock" key is turned off.

2. I am having difficulty submitting my application and have received the following error messages:

- **Error 500.**
- **User id and password do not match credentials provided.**
- **We cannot register you as a user.**

Try submitting your application using this method:

- 1) Please close all browser(s) and running applications.
- 2) Open Internet Explorer.
- 3) From the tool bar, click **File => Open.**
- 4) The **Open** window appears. click the **Browse** button located at the bottom right of the window.
- 5) A **Browse** menu opens. At the bottom of this screen there is a **Files of type:** drop down menu. Click the drop down arrow and click **All Files.**
- 6) At the top of the screen there is a **Look in:** drop down menu. Click the drop down arrow and browse to the physical location where the application file is located on your hard disk. Select the application.
- 7) Double click the application or click **Open** and then click **OK.**
- 8) Internet Explorer will open the application. This might take a couple of moments. Please be patient.
- 9) Once the application is completely open, click the **Submit** button then click **Sign and Submit.**
- 10) Next, enter your username and password.
- 11) Lastly, click **Login.**

3. What type of documents and files can be uploaded to an application package?

Grants.gov does not place any restrictions on the types of file attachments that can be included in an application package. All types of files can be attached to an application package, as long as an attachment form has been included in the Grant application package. Occasionally, an agency will place restrictions on the types of files it wishes to accept, but those restrictions will be made clear in the application instructions.

Note: Although Grants.gov does not restrict types of file attachments, if more than one attachment is included in a grant submission and two or more files have the same name, the grant application cannot be processed without manual intervention. To correct this, you should:

- 1) Rename attached files with the same name so that no files share the same name.

- 2) Reattach the files.
- 3) Resubmit the application package.

4. Do I have to submit a complete application, or may I send it in parts?

You must submit the complete application as you did during your original application process.

5. I'm using a dial-up connection to upload and submit my application. It appears to be taking a long time and sometimes it is timing out. How can I fix this?

When using a dial-up connection to upload and submit your application, it can take significantly longer than when you are connected to the internet with a high-speed connection, e.g. cable modem/DSL/T1. While times will vary depending upon the size of your application, it can take a few minutes to a few hours to complete your grant submission using dial up. If you are experiencing difficulty when submitting your application, try submitting from a high speed connection or contact the Grants.gov Contact Center by email at support@grants.gov, or by telephone at 1-800-518-4726.

6. Why doesn't the Submit button work on my application?

The Submit button will not become active until the application has been completed and saved. Click on the Check for Errors Button to run the error check. Address each error that is noted. Check to make sure that there are no remaining yellow fields on any forms. If there are, you will need to complete those fields. Also, make sure that you have attached all of the required documents. Finally, make sure that you have saved your application.

Note: If the Submit button is still not active please check to be sure you have completed the actions listed below.

- All mandatory fields in all mandatory forms have been completed and moved to the Mandatory Completed Documents for Submission box.
- The Save button has been clicked AFTER all documents have been moved to the Mandatory Completed Documents for Submission box.

- All mandatory fields in all optional forms that have been moved to the Optional Completed Documents for Submission box have been completed.

7. Do I need to login to submit an application?

You do not need log in to grants.gov in order to submit an application. When you click the submit button on your application, (as long as you are connected to the Internet) the application will begin to upload to Grants.gov. When the application has finished uploading, our system needs to check for who you are and if you are authorized to submit applications to us. You must supply a valid user ID and password for the application submission process to be completed. If you are not authorized to submit, or your

organization is not fully registered with Grants.gov you will receive an error message. Only Authorized Organization Representatives (AORs) are able to submit applications to Grants.gov.

AORs must register with a Credential Provider so that Grants.gov can verify that they are who they say they are. Then, the person listed as the point of contact on the agency's CCR registration (the E-Business Point of Contact) must assign the "Agency Applicant" role in order for the person to be designated as an AOR. Once designated as an AOR, the AOR must register with Grants.gov. Only after completing all of these steps, will a person be able to submit an application.

8. How do I know that my application has been received by Grants.gov?

Once Grants.gov has received your submission, Grants.gov will send email messages to advise you of the progress of your application through the system. Over the next 24 to 48 hours, you should receive two emails. The first will confirm receipt of your application by the Grants.gov system, and the second will indicate that the application has either been successfully validated by the system prior to transmission to the grantor agency or has been rejected due to errors.

9. How can I check a submitted application's status?

You may monitor the processing status of your submission within the Grants.gov system by using the following steps:

1. Go to <http://www.grants.gov>
2. Click on the "Applicants" link at the top of the Grants.gov home page
3. Login to the system using your AOR user id and password
4. Click on the "Application Status" link at the left of your screen.

10. How will I know if my application is rejected? What should I do if my application is rejected?

If an application is rejected by our system, you will receive an email notification telling you that it has been rejected, including the reason. You may also monitor the processing status of your submission within the Grants.gov system by using the following steps:

1. Go to <http://www.grants.gov>
2. Click on the "Applicants" link at the top of the Grants.gov home page
3. Login to the system using your AOR user id and password
4. Click on the "Application Status" link at the left of your screen.

If your application is rejected you will need to address the errors and resubmit the application. Three common reasons an application may be reject are listed below:

- The DUNS number of the submitter does not match the DUNS number on the application
- A virus was detected in a file attachment

- The application was submitted after the deadline for receiving applications

For help troubleshooting errors, access the Error Tips document.

11. What happens if I submit my application after the filing deadline?

Grants.gov will acknowledge the receipt of your application. Your application may or may not be accepted and processed by the Federal agency based on the policy of that particular agency. To determine the policy of the agency, contact the agency directly with the contact information provided in the application instructions.

12. How can I submit my application if there is a Grants.gov system outage on the day of the application deadline?

If there is a system outage on the day of the application deadline, some agencies may specify to print your application and mail it to the address provided by the Federal agency soliciting applications. However, you should refer to the competition notice of the grant for specific instructions and contact the agency directly to find out more information.

13. What do I need in order to check the status of an application I submitted?

You will need your DUNS number or the application tracking number that you received in the application submission confirmation email.

14. Where do I get the tracking number for an application I submitted?

The tracking number for a submitted application will be provided in the confirmation email that you receive after you submit the application. You may receive a second tracking number from the agency, if they decide to use that functionality. If they do, you will receive an email with this second number,

15. I submitted an application that is not in my queue and the agency has not received it yet. Where is my application?

If more than one attachment is included in a grant submission and two or more files have the same name, the grant application cannot be processed without manual intervention. To correct this, you should:

1. Rename attached files with the same name so that no files share the same name.
2. Reattach the files.
3. Resubmit the application package.

If you have not attached two or more files with the same name, contact the Grants.gov Contact Center by email at support@grants.gov, or by telephone at 1-800-518-4726.

